-2-

CLAIMS

Amended claims follow:

1. (Currently Amended) A method for handling unregistered callers in a voice recognition framework, comprising the steps of:

    determining whether a user is registered;

    executing a registration process if it is determined that the user is not registered; and

    receiving and recognizing utterances representative of information from the user during the registration process, wherein the receiving is carried out utilizing an input device;

    wherein the information includes billing information;

    wherein the billing information is selected from the group consisting of a billing address and credit card data, where the billing address includes a city in which the user resides;

    wherein the information further includes at least one phone number of the user.

2. (Cancelled)

3. (Cancelled)

4. (Previously Amended) The method as recited in claim 1, wherein the information includes a gender of the user.

5. (Cancelled)

6. (Cancelled)

-3-

7.   (Previously Amended) The method as recited in claim 1, wherein the information
       includes preferences.

8.   (Previously Amended) The method as recited in claim 7, wherein the preferences
       are selected from the group consisting of personalization information, data
       relating to a stock portfolio of the user, and sports of interest to the user.

9.   (Original) The method as recited in claim 7, wherein the preferences include
       personalization information, data relating to a stock portfolio of the user, and
       sports of interest to the user.

10.   (Previously Amended) The method as recited in claim 1, wherein the information
       is entered by the user utilizing a computer coupled to a network.

11.   (Original) The method as recited in claim 10, wherein the network includes the
       Internet.

12.   (Cancelled)

13.   (Previously Amended) The method as recited in claim 1, wherein the information
       is entered verbally utilizing a telephone by way of an attendant.

14.   (Previously Amended) The method as recited in claim 1, wherein the information
       is used when providing the service.

15.   (Original) The method as recited in claim 1, and further comprising the step of
       presenting promotion information to the user during the registration process.

16.   (Cancelled)

-4-

17.   (Currently Amended) A computer program product for handling unregistered
       callers in a voice recognition framework, comprising:
       computer code for determining whether a user is registered;
       computer code for executing a registration process if it is determined that the user
       is not registered; and
       computer code for receiving and recognizing utterances representative of
information from the user during the registration process, utilizing an input device;
       wherein the information includes billing information;
       wherein the billing information is selected from the group consisting of a billing
address and credit card data, where the billing address includes a city in which the user
resides;
       wherein the information further includes at least one phone number of the user.

18.   (Currently Amended) A system for handling unregistered callers in a voice
       recognition framework, comprising:
       means for determining whether a user is registered;
       means for executing a registration process if it is determined that the user is not
       registered; and
       means for receiving utterances from the user, utilizing an input device;
       wherein the information includes billing information;
       wherein the billing information is selected from the group consisting of a billing
address and credit card data, where the billing address includes a city in which the user
resides;
       wherein the information further includes at least one phone number of the user.

19.   (Previously Presented) The method as recited in claim 1, wherein the handling
       unregistered callers is managed by a platform comprised of a presentation layer,
       an application logic layer, an information access services layer, and a telecom
       infrastructure.

-5-

20. (Previously Presented) The method as recited in claim 19, wherein the application
logic layer provides a set of reusable application components and a software
engine for the execution thereof, the information access services layer provides
access to modular value-added services, and the presentation layer provides a
mechanism for communicating with the user.

21. (Previously Presented) The method as recited in claim 19, wherein the platform
enables developers to create custom services to extend the platform.

22. (Previously Presented) The method as recited in claim 1, wherein the determining
whether a user is registered comprises gathering information relating to the user
from a first database and comparing the information against a second database of
registered users.

23. (Previously Presented) The method as recited in claim 22, wherein the
information relating to the user is gathered via call description records.

24. (Previously Presented) The method as recited in claim 1, wherein a plurality of
services is provided to the user including a nationwide business finder service, a
nationwide driving directions service, a nationwide traffic updates service, a
worldwide weather service, a news service, a sports service, a stock quotes
service, and an infotainment service.

25. (Previously Presented) The method as recited in claim 1, wherein directions are
given to the user explaining the registration process and a process by which the
user may exit the registration process.

26. (Previously Presented) The method as recited in claim 1, wherein executing the
registration process comprises receiving an account number that identifies a
telecommunication carrier from which the user was transferred to the registration

-6-

process, establishing a unique user account number for the user, and establishing a personal identification number for the user.

27.   (Previously Presented) The method as recited in claim 1, wherein the registration process includes returning the user to a main menu after the registration process is complete, and upon receipt and detection of a keyword.